

PATIENT NEWSLETTER

INTRODUCING A NEW DOCTOR SERVICE

Botany Junction is pleased to be able to offer our patients a new service called “**doctor callback**”. This new service has been tested over the last two months.

Here's how it works

If you call us first thing in the morning wanting an appointment that day – we are able to offer you a telephone call back within 60 minutes by one of our Doctors.

The doctor will spend 2-3 minutes assessing your need over the phone and be able to:

- ☞ support your request and book you into an appointment that same day
- ☞ offer you advice and support so that you don't need to visit the clinic
- ☞ book you for an appointment in the future

Since we have been testing this service, we have been collecting information and on average, 4 out of 10 people who we have called back, do not need to visit the clinic that day.

We asked people for their feedback after the phone call back and everyone has found the service to be positive. We now have two of our doctors available every morning between 8.30am and 10.00am, and are considering other busy times to offer the service.



UPCOMING RENOVATIONS

Botany Junction has significantly grown in size over the last few years and we need to create more space for seeing and treating patients, as well as room for our expanding team.

We are excited to have begun renovations that will see us having two more consultation rooms, an improved treatment space, a better lay out for our nursing team as well as additional staff room space.

While most of the renovation work will be at the back of the clinic over the next 8-10 weeks, and should not affect the day to day running of the clinic, the new consultation rooms are being built beside reception and in the current nursing area. The builders will be working after hours but you will see the change in layout if you are visiting the clinic in the next 3 months.

If you have questions – please talk to one of the team or contact Practice Manager, Jan Tappin at jan@bjdocs.co.nz

ACCESS TO YOUR HEALTH INFORMATION

Did you know you can request a repeat prescription through your patient portal? This is a great option for you to choose when you need a repeat prescription and we encourage you to try it.

From October 2019, you will also be able to review a copy of the notes that your team have written following your interactions with them. Other clinics who have opened up their notes, say that their patients love being able to view this information and it helps them with following the advice and support that their health care team have provided.



If you do not already have access to your patient portal, please let one of our reception team know and they can organise this for you.

HAPPY OR NOT DEVICE FOR FEEDBACK

Botany Junction Medical is committed to improving our customer experience and we would like to hear your feedback on your visit to our clinic. To help us collect your feedback, we have recently installed a device just to the left of the clinic entrance called Happy or Not.

We encourage you to select the smiley face that best represents the experience you had at our clinic today. It is as simple as pushing one of the smiley faces. You can provide more detailed feedback if you wish.

We intend to ask questions on different aspects of your care, so keep an eye out for new questions.



MEASLES OUTBREAK

Do you think you have measles?

Have you been in contact with someone who has measles? Do you have a fever and any of the following symptoms:



cough



runny nose



sore red eyes



rash

If you have been in contact with anyone with measles or think you may have measles, please call Botany Junction Medical on 09 265 0321 **before coming into the clinic** or call Healthline on 0800 611 116 to discuss.

Measles is a highly contagious viral condition that can affect children and adults. Measles spreads by coughing and sneezing.

There have been 331 confirmed cases in Auckland so far and people who are not vaccinated are potentially at risk.

During this outbreak we are offering the measles vaccine from an earlier age, starting at 12 months.

EXCITING NEWS!

One of our very own doctors, Dr Jayani Kannangara, is one of the stars in the new health TV series "The Check Up" which screens every Monday night @ 8pm on TV1.

Jayani has provided advice on topics such as the flu vaccine, whether turmeric is the modern-day miracle it's made out to be and the causes behind panic attacks and anxiety.



You can check it out on demand at:
www.tvnz.co.nz/shows/the-check-up



Pictured from left to right: Doctors Samantha Bailey, Jayani Kannangara, Gareth Shalley and Mataroria Lyndon